



Title: Service Coordinator

Location: One Dr. David Friesen Drive, Winnipeg (Sage Creek)

At serviceQ, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

Job Overview

Reporting to the Service Manager, as the **Service Coordinator** you are responsible for validating warranty service requests and coordinating both emergency and non-emergency repairs. You also manage record keeping systems and act as the contact between homeowners and trades.

Your day-to-day responsibilities will include:

- Managing service requests ensuring completion in a timely manner. Following up on work orders on a weekly basis.
- Responding to inquiries or concerns from homeowners or other departments professionally.
- Reviewing customer warranty service requests and liaising to ensure creation of clear and concise service work orders.
- Preparing reports for warranty service items, updating final warranty inspection deficiencies and creating service work orders prior to warranty services close-out.
- Providing support to other projects and duties as assigned.

As our ideal candidate, you are...

- Organized; you effectively manage your time while balancing multiple priorities.
- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Detail oriented; you focus on detailed accuracy when dealing with a high volume of work.
- A team player; you contribute as a team member and share equally in the exchange of ideas, concepts and process outcomes.

Essential Requirements

- High School Diploma or equivalent.
- Minimum 1 year of customer service experience.
- Valid driver's licence and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Comfortable using office equipment and Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint).

Preferred Qualifications

- Basic knowledge of construction practices is preferred.

What We Value

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Taking responsibility for the outcomes of decisions and actions.
- Staying current on technical job skills.

Working Conditions

You primarily work in an office setting during regular business hours. Travel to sites and overtime may occasionally be required.

About Us

Qualico is a fully integrated real estate development company with offices in Winnipeg, Calgary, Edmonton, Vancouver, Regina, Saskatoon, Austin and Dallas-Fort Worth, Texas.

Since its inception in 1951, the company's activities span the entire real estate spectrum and include residential land acquisition and development, single-family and multi-family home divisions, commercial and industrial development, property management, concrete ready mix, building supply and manufacturing divisions. To learn more, click [here](#).

serviceQ is a new concept in post-occupancy service that helps protect your most important investment, your new home. serviceQ is dedicated to delivering on that commitment and are devoted to a distinctly exceptional service experience.

Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.

Candidates being considered will be contacted. We thank you for your interest. Join our Talent Community to stay up to date on job opportunities and to find out why we have the best reasons to come to work every day.

Closing Date: November 22, 2024

[Apply Here](#)